Weekly E-mail of SDWIS/STATE Hotline Calls and User Support
Activities Events for the Period December 31, 2001 - January 4, 2002
(Sorted by ascending organization name and grouped by status [C=closed, O=open])

DATE:	EVENT #:	ORGANIZATION:	ORIGINATOR:	
				SDC-0002-017-DI-4005M January 7, 2002

1/4/02	7120	R4	Paul Lad

Status:	C
Time Spent:	0.50
SDWIS/STATE Component:	IBS

Problem/Question: It appears that on Water System Facilities/Well Modification/Water System Facility Maintenance - Change, the Field Directions will not save what is typed into the field. The error is not consistent. Some of my facilities do have directions, so at one time the data was saved.

Respondee(s): Donna Irwin

Resolution: Paul Lad 1/7/02: I found Event 7070 in the ETS and the workaround works.

Donna Irwin 1/4/02: I let Paul know that what he reported is similar to Event 7070 reported by Andy Waite of R6. Event 7070 is being fixed in Release 8.0. I asked Kelvin to confirm the issue reported by Paul.

1/3/02	7111	R6	Andy Waite

Status:	C
Time Spent:	0.50
SDWIS/STATE Component:	MTF:Inventory

Problem/Question: Andy checked the "No Treatment" checkbox for a well (source water). Later, he linked the well to a treatment plant. When the files are uploaded there is an error message that says there is a conflict because "No Treatment" was checked at the source.

Respondee(s): Scott Peterson

Resolution: Scott Peterson 1/3/02: The "No Treatment" checkbox on the Water System Facility Maintenance window allows you to explicitly capture the fact that the water from a particular source is not treated prior to supplying the water to consumers. If water from a source is treated at a treatment plant, it is inappropriate to mark it as "not treated." This is what this attribute means in SDWIS/FED

as well.

Those who have worked with FRDS can be "tricked" by this attribute into thinking it means that no treatment is applied at the source versus at a downstream treatment plant. This is no longer appropriate. Neither SDWIS/STATE nor SDWIS/FED allow treatment to be associated to non-treatment plant facilities.

Time spent on above events (in hours): **1**

1/3/02	7110	ND	Barrett Brown

Status: O

Time Spent: 0.50

SDWIS/STATE Component: CDS Setup

Problem/Question: Barrett called to report that CDS Setup appears to be linking potential or validated violations to the wrong samples (a nitrate violation is being linked to a TCR sample).

Respondee(s): Dianna Heaberlin

Resolution: Julie Bruns 1/7/02: I tried to get additional information from Barrett this afternoon but left a voice mail message since he was not available. The only part of CDS Setup that creates candidate violations is the MCL compliance assessment process. This process creates candidate MCL violations linked to one or more CDS Sample Result records that contain the denormalized sample result information that triggered the creation of the candidate MCL violation. These CDS Sample Result records, however, cannot contain TCR sample results (the fields are not there to support them), so what Barrett is reporting is most likely stemming from a component other than CDS Setup. We will need more information from him before we can proceed on this.

Donna Irwin 1/7/02: Dianna left a voice mail message for Barrett last week and will try again today if she has not heard back from him.

1/4/02	7119	R10	Jane Schuster

Status: O

Time Spent: 0.75

SDWIS/STATE Component: MTS:IBS

DATE: **EVENT #:**   **ORGANIZATION:**   **ORIGINATOR:**

Problem/Question: Jane is attempting to migrate inventory data but is receiving the following error message:

TIRM030E: Application failed - Updates have been backed out
TIR031E: Failing procedure exit data follows:
TIRM032E: Last or current action block id   = 0001245205
TIRM033E: Last or current action block name = SHI002_GET_STATE_ID
TIRM034E: Last or current database statement = 1
TIRM035E: Current statement being processed = 0000000001
TIRM038E: *** Fatal database error was encountered ***
TIRM039E: DB last status = DB
ORA-00942: table or view does not exist
return code = -942
TIRM046E: *** Processing terminated ***
TIRM044E: *** Press OK to continue ***

Respondee(s):   Donna Irwin

Resolution: Donna Irwin 1/7/02: Jane reported that the Oracle DBA re-ran the scripts, but she is still receiving the same error message. If she is trying to run Import Text to Staging Tables, her user ID is DATA_MIGRATION. This user ID (and its views) is created when running the MAP_DATAMIG.SQL script. I referred her to page A-8 of the Installation Guide and asked that she re-run this script.

Similarly, the MAP_MSACCESS.SQL script is used to create the MS Access user ID and its views. If the MS Access user ID is also not working, she will need to re-run the MAP_MSACCESS.SQL script.

Donna Irwin 1/4/02: I recommended to Jane that she re-run the CREATE_ROLE.SQL, CREATE_SYNONYMS.SQL, and CREATE_TINOUSER.SQL files. I also referred her to page A-8 of the 7.0 Installation Guide dated December 1, 2000.

   Time spent on above events (in hours):   **1.25**

   Total time on all events (in hours):   **2.25**